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CHAPTER 6

SYSTEMS SPONSORSHIP, DEFICIENCIES, AND DISCREPANCY NOTICES

0601 SPONSORSHIP (ACTIVE AND RESERVE)

060101. General. The Defense Finance and Accounting Service-Headquarters/FM (DFAS-HQ/FM) is the functional manager for the Fiscal Automated Information Systems. The responsibilities described in this section have been delegated to the Director, DFAS-KC.

060102. Systems Sponsor. The Director, DFAS-KC, coordinates the development of new system requirements and enhancements to the automated pay systems with the functional users and the DFAS-KC/ITD.

060103. Systems Assurance Officer (SAO). Responsibilities of the SAO are published in section 2 of this chapter.

060104. Data Base Manager. Responsibilities of the data base manager are published in MCO 5230.15.

060105. Directives Sponsor. The Director, DFAS-KC, develops and maintains directives to support the automated pay systems, including interim guidance dealing with new legislation, regulatory changes, Comptroller General Decisions concerning pay and allowances, and changing reporting requirements.

060106. Forms Sponsor. Responsibilities of the forms sponsor are published in chapter 8 of this Manual.

060107. Station Allowance Entitlement Authority. The DFAS-KC will issue a continuing series of informational and guidance messages to all commanders and finance officers. They will be numbered sequentially for identification purposes based on the calendar year (e.g., 1-95, 2-95, etc.).

060108. Pay And Allowances Entitlement Authority. The Director, DFAS-KC, will receive and respond to all requests for pay and allowance entitlement determinations and regulatory interpretations. Requests must be submitted, in writing, by letter, memorandum, or by electronic mail through the proper chain of command for official correspondence. Message requests will be used in hardship cases only. Requests received through the On-Line Information Broadcast Facility will not be answered. (That system is not to be used for official/formal requests that result in authoritative answers.) Ensure that all requests are submitted with as much information and/or documentation as possible. These requests must include the name, grade, and SSN of the member whose entitlement is in question, along with the DSN/commercial telephone number of a point of contact from which additional information may be obtained if needed. Submit requests to the DFAS-KC/FSP, Kansas City, MO 64197-0001.

060109. Advisory Notices. DFAS-KC will publish advisory notices containing information and guidance to commanders and finance officers. These notices will be numbered sequentially for identification purposes based on the calendar year (e.g., 1-97, 2-97, etc.). The purposes of the notices are as follows.

A. Systems Assurance Officer Notices (SAO). These notices will address automated pay systems deficiencies, interim corrective action, finance officer override instructions, numbers of members affected, and payment section for deficiency.

B. Pay and Allowance Advisory Notices (PAAN). These notices will address basic pay and allowances for active duty members. They will contain information regarding pay and allowance determinations, tax changes, new entitlements, interim procedures, and other information required to support the automated pay systems.

C. Reserve Pay and Allowance Advisory Notices (RPAAN). These notices will address basic pay and allowances concerning Reserve members. They will contain information regarding Reserve pay and allowance determinations, tax changes, new entitlements, interim procedures, and other information required to support the automated pay systems.

D. Station Allowance Advisory Notices (SAAN). These notices will address station allowances. They will contain information regarding station allowance determinations, table changes, entitlement changes, new entitlements, interim procedures, interim changes to procedures, and other information required to support station allowances.

E. Accounting Advisory Notices (AA). These notices will address accounting and bill paying. They will contain information regarding automated systems deficiencies, interim corrective action, and procedural information.

F. Disbursing Advisory (DA). These notices will address disbursing from several functional aspects. They will contain information regarding disbursing procedures and guidance, interim procedures, and other information required to support the disbursing community.

0602 SYSTEMS DEFICIENCIES (ACTIVE AND RESERVE)

060201. General. The Director, DFAS-KC, is designated as the system assurance officer (SAO) responsible for the integrity and reliability of the MCTFS. The SAO establishes and maintains address indicating groups (AIGs) which are used to communicate systems information to finance and commanding officers. This authority may be redelegated.

060202. Purpose. To establish methods for the direct communication between finance officers and the SAO concerning the MCTFS deficiencies.

060203. Definitions. Terms and phrases used in this section are defined for the purpose of clarity, as follows:

A. Systems Deficiencies. Flaws in systems processing or computing pay and allowances or leave discovered to be operating contrary to design or entitlement/accountability requirements.

B. Trends. Errors in processing or computing pay and allowances or leave which occur repeatedly for the same type transaction.

C. Individual Systems Deficiencies. Errors in processing or computing pay and allowances or leave which occur on a "one-time basis." No trend is established.

D. Individual Pay Problem. Omitted or incorrectly reported data which creates an out-of-balance condition in an MMPA, or the MMPA contains incorrect or illogical data.

060204. Finance Officer's Procedures

A. Individual System Deficiencies. Individual systems deficiencies or pay problems for active duty personnel will be reported to the DFAS-KC/FCTPT, DSN 465-7652, or (816) 926-7652. For separated members, report the problems to DFAS-KC/FCS, DSN 465-7671, or (816) 926-7671.

B. Trend System Deficiencies. Notify the SAO of system deficiencies where a trend has been established by message or by telephone. Make telephone reports to the DFAS-KC/FSJ, DSN 465-5282/5274/5279, or (816) 926-5282/5274/5279, and immediately document the report by message. Address messages to the DFAS-KANSAS CITY CENTER KANSAS CITY MO//SAO//. Both telephone reports and messages must contain the following information:

1. Paragraph 1 - Description of deficiency/trend.
2. Paragraph 2 - Information helpful in researching the deficiency.
3. Paragraph 3 - Name and telephone number of a person who has knowledge of the deficiency.

060205. SAO Responsibilities. The SAO is responsible for the following:

A. Listing of Systems Deficiencies. The SAO will ensure that a listing of systems deficiencies is maintained on a current basis, and that finance officers are provided with a quarterly status report of all known systems deficiencies. This report will be published on 1 January, 1 April, 1 July, and 1 October. The status report will contain as a minimum the following:

1. A description of all known systems deficiencies, including unresolved problems from prior status reports as well as new systems deficiencies discovered during the quarter.

2. Resolution of the deficiency; e.g., that analysis is incomplete, the problem is scheduled for correction in a future test cycle, the system has been modified to correct the problem.

B. Interim Corrective Action. The SAO may direct corrective action(s) be taken by finance officers and, when appropriate, provide finance officers with alternate operating procedures until the deficiency is corrected.

C. Continuation of Payments. The SAO may direct continuation of payments as computed by the system until corrective action is completed and the affected accounts are restored to an in-balance condition. The SAO is responsible for sanctioning all payments in this category.

D. Reporting Systems Deficiencies. Upon discovery of a system deficiency, the SAO will immediately take the following actions:

1. Initiate an action plan to correct the deficiency.
2. Determine whether to direct continued payments until the deficiency is corrected.
3. Take the necessary action to recover all overpayments.
4. Inform finance officers and the HQMC of the system deficiency.

0603 DISCREPANCY NOTICES (ACTIVE AND RESERVE)

060301. General. Through continuous audits and reviews, erroneous, missing, or questionable data in the MCTFS will be found that must be corrected or entered into the system in a timely manner to enhance the reliability of the data base. This is accomplished by cooperation between the DFAS-KC and the finance and commanding officers.

060302. DFAS-KC Responsibility. Prepare an MCFC 7220/134: Discrepancy/Advisory Notice to inform either the finance or commanding officer of erroneous, missing, or questionable data. The discrepancy must be verified, corrective action taken, and the correct data entered into the MCTFS by the unit commander or the finance officer, as appropriate.

060303. Finance Officer Responsibility

A. Resolve discrepancies received from the DFAS-KC and respond by completing the return endorsement within 15 days.

B. Inform commanding officers of erroneous, missing, or questionable data using NAVMC 11077: Pay Advisory Notice and request necessary corrective action.

060304. Commanding Officer Responsibility. Resolve discrepancies received from either the DFAS-KC or finance officer, and respond by completing the return endorsement within 15 days.